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☐ 1. **Trust for Ubiquitous, Transparent Collaboration**
Brian Shand, Nathan Dimmock, Jean Bacon. **Wireless Networks.** Amsterdam: Nov 2004. Vol. 10, Iss. 6; p. 711

Abstract

☐ 2. **Harnessing the power of partnerships; [SURVEYS EDITION]**
ERIC M JOHNSON. **Financial Times.** London (UK): Oct 8, 2004. p. 2

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☐ 3. **Strong Growth in Servers, Storage Systems Leads Dell to Record Operating Results in Fiscal Third Quarter; Company Anticipates $11.5 Billion in Revenue, EPS of 28 Cents in Q4**
Photo Editors/Business Editors/High-Tech Writers NOTE TO MEDIA: Multimedia assets available A photo is available at URL: http://www.businesswire.com/cgi-bin/photo.cgi?pw.111303/bb9. **Business Wire.** New York: Nov 13, 2003. p. 1

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☐ 4. **PSI Selects Two Washington State Communities to Demonstrate Innovative Patient Safety Communications Network**
PR Newswire. New York: May 2, 2002. p. 1

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☐ 5. **NDI Signs Software License Agreement With Inventory Services of Canada, Ltd.**
PR Newswire. New York: Jan 8, 2002. p. 1

📄 Full text   Abstract

☐ 6. **An Economic Speedometer Gets an Overhaul**
Jolie Solomon. **New York Times (Late Edition (East Coast)).** New York, N.Y.: Dec 23, 2001. p. 3.4

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☐ 7. **Mobile computing places data in the palm of the hand**
Sheryl Stevenson. **Ophthalmology Times.** Cleveland: Feb 15, 2001. Vol. 26, Iss. 4; p. 15 (1 page)

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☐ 8. **CNET News.com Wins Breaking News Category From Columbia University and ONA For Microsoft Coverage**
   PR Newswire. New York: Dec 1, 2000. p. 1

   ▦ Full text   ▣ Abstract

☐ 9. **Sleek And Simple Appliances make 'Net easy; [Rockies Edition]**
   Michel Marriott The New York Times. **Denver Post.** Denver, Colo.: Feb 14, 2000. p. C.08

   ▦ Full text   ▣ Abstract

☐ 10. **Leading Application Vendors Turn to Puma Technology for Mobile Synchronization Solutions**
   Business Editors and Computer Writers. **Business Wire.** New York: Jun 15, 1998. p. 1

   ▦ Full text   ▣ Abstract

☐ 11. **3 New Near-Notebooks Have Real Keyboards but Fit in a Pocketbook**
   Joe Hutsko. **New York Times (Late Edition (East Coast)).** New York, N.Y.: Jun 4, 1998. p. G.1

   ▦ Full text   ▣ Abstract

☐ 12. **Roadnet Technologies' MobileCast Bundled Wireless Solution Delivers Efficient, Reliable Wireless Data Transmissions Using Nettech's InstantRF Middleware**
   PR Newswire. New York: Mar 4, 1998. p. 1

   ▦ Full text   ▣ Abstract

☐ 13. **Shoot first, do market research later**
   Heidi Elliott. **Electronic Business.** Highlands Ranch: Jan 1998. Vol. 24, Iss. 1; p. 49 (3 pages)

   ▦ Full text   ▣ Page Image - PDF   ▣ Abstract

☐ 14. **Electronic meeting systems: Specifications, potential, and acquisition strategies**
   Pollard, Carol E. **Journal of Systems Management.** Cleveland: May/Jun 1996. Vol. 47, Iss. 3; p. 22 (7 pages)

   ▦ Text+Graphics   ▣ Page Image - PDF   ▣ Abstract

☐ 15. **SPENDING IT: SCREEN TEST; Not Nearly as Scary as It Looks**
   SANA J. SIWOLOP. **New York Times (Late Edition (East Coast)).** New York, N.Y.: Jun 25, 1995. p. 3.10

   ▦ Full text   ▣ Abstract

☐ 16. **High Tech Gets It There On Time**
   Margolis, Nell. **Computerworld.** Framingham: Jul 2, 1990. Vol. 24, Iss. 27; p. 77 (1 page)

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L21: Entry 15 of 16   File: USPT   Oct 28, 1997

DOCUMENT-IDENTIFIER: US 5682421 A
TITLE: Methods for implementing automated dispatch system

Detailed Description Text (131):
In accordance with a particularly preferred exemplary embodiment of the present
invention, the detailed call information (step 528) is spoken to the technician so
that the technician may hear the information using a conventional telephone. In
this way, the technician need not carry with him a portable or handheld unit on
service calls in order to access detailed call information.

Detailed Description Paragraph Table (2):
TABLE 2 _____
Field Data Type Format Length Required Validation
_____ Call ID
digit fixed 6 yes Must be a valid time, including seconds, (Field #2) based upon 24
hour clock. If the call ID is not found in the VRU, a warning will be provided at
the end of the call data. If the call ID is not assigned to your extension number,
a warning will be provided and you will be requested to confirm that you want to
continue. Equipment ID alpha- variable 5 yes If the call ID was found in the first
step, (Field #15) numeric then this field must equal the equipment ID assigned to
the call. Dispatch Date digit fixed 6 no If entered, this field must be a valid
(Field #52) date. If you skip the field, this field will be set to today's date. If
this date is before the date you picked up the call from the VRU, a warning will be
provided at the end of the call data. Dispatch Time digit fixed 4 yes Must be a
valid 24 hour clock time. (Field #51) If this time is before the date and time that
you picked up the call, a warning will be provided at the end of the call data. If
this time is before the open date and time (call ID), a warning will be provided at
the end of data capture. Arrive Date digit fixed 6 no If entered, this field must
be a valid (Field #54) date, later than or equal to dispatch date. If you skip the
field, it will be set to the dispatch date. Arrive Time digit fixed 4 yes Must be a
valid 24 hour clock time, (Field #53) equal to or later than dispatch date and
time. Completion date digit fixed 6 no If entered, this field must be a valid
(Field #56) date, later than or equal to arrive date. If you skip the field, it
will be set to the arrive date. Completion digit fixed 4 no If entered this field
must be a valid 24 Time hour clock time, equal to or later than (Field #55) arrive
date and time. If you skip the field, it will default to the current time (VRU
clock). Call Completion digit fixed 1 yes One (1) if the call is complete, zero (0)
if the call is not complete. If this field is zero (not complete), then you will be
prompted for parts order data after you enter parts used data. Type Call alpha-
variable 1 yes Validated against a type call table. (Field #28) numeric Primary
Failure alpha- variable 2 yes Validated against a primary failure table. (Field #5)
numeric Meter Reading digit variable 8 no While this field is not required, if it
is (Field #7) skipped, a warning will be produced. Miles Driven digit variable 3
yes (Field #6) Service Copies digit variable 4 no Defaults to zero. (Field #8) SCR
Number digit variable 6 no Defaults to zero. (Field #4) Assist Extension digit
variable 6 no Valid technician extension. (Field #59) If this field is entered,
then you will be prompted for assist used parts. Labor Charge digit variable 7 no
If entered, the cents' positions must be (Field #60) included without a decimal
point. This field is used to override the OMD labor charge. Part Quantity digit
variable 3 yes Negative quantities are indicated by a leading zero. If this field

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is skipped, (by entering just a *) then parts entry for the current <u>category</u> will be closed. If the current <u>category</u> is the final <u>category</u> for this call, then all entry will be closed. Part Number alpha- variable 16 yes Must be a minimum lengthof 4. numeric Part Charge digit variable 7 no If entered, the cents' positions must be included without a decimal point. This field is used to override the OMD labor charge. _____

h   e b   b g ee e f   c   e   e   ge